

Service Transition Manager

Job purpose: To lead and manage the organisation's change and release management to ensure that best practice is embedded in these areas.

Key Accountabilities

- Define, deliver and report upon service improvements relating to Change and Configuration in order to add value to the business
- Defining minor/major/periods of special interest change windows
- Take an active role in the planning of future projects to ensure that Change is considered at the service design phase
- To be responsible for the Configuration Management Database (CMDB).
- Service dependency mapping
- To advise and assess the impact of transformation projects on Service Delivery and ensure these are managed during service transition.
- To develop, document and publish Change and Release Management standards, Change and Release Management plans and procedures, ensuring that these documents are updated as and when appropriate.
- Ensures that necessary data, forms and configuration items (CI) are available for use by all authorised personnel.
- Ensures that necessary data is available for use by the problem management function within shared services.
- Monitor and document the analysis, implementation, review and test of proposed changes to all CI and structures, linking them to defects/problems reported where applicable.
- To chair the CAB meetings ensuring that changes are expedited to maintain the required infrastructure including escalation where necessary.
- Build and maintain strong working relationships with internal stakeholders and suppliers to facilitate the delivery of a smooth and effective service over time.
- Support the service transition process to ensure that new services meet acceptability criteria and business needs.
- Develop and maintain service procedures to support management, ensuring compliance with ITIL principles and alignment with business needs and organisational direction
- Reporting against KPIs and metrics
- Underpin the service transition process and support on service acceptance
- Manage the transition process of taking new services from project delivery, into early life support and to business as usual support.

Knowledge, Skills & Experience

- Comprehensive knowledge of Change Management good practice as defined in ITIL version 3
- Experience of working within a managed service environment working to defined metrics and SLAs
- Ability to work with multiple suppliers with differing SLAs
- Experience and ability to prioritize, execute tasks and make sound decisions in a busy Service Operation environment
- A high level of written and verbal communication skills.
- Must be ITIL v3 Foundation qualified

Organisation Chart

- This role reports to the Service Delivery Manager

Planning & Organising

- Challenge current ways of working to ensure compliance with industry best practice
- Strong resilience and the ability to deal with ambiguity
- Proactively manage suppliers in relation to change and release management
- Act as deputy to Service Delivery Manager

Dimensions

- Ensure that the service desk have an appropriate handover and training
- Ensure delivery of appropriate support documentation
- Provide release acceptance for provision of initial support